

**AGREEMENT  
BY AND BETWEEN  
THE CITY OF NEW HAVEN  
AND  
YALE UNIVERSITY  
FOR  
PROFESSIONAL SERVICES**

A22-II76

**PART I**

This Agreement, consisting of Parts I and II, Exhibit A and Exhibit B effective as of the 1st day of May 2022, by and between the City of New Haven, with offices at 165 Church Street, New Haven, CT 06510 (hereinafter referred to as the "City"), and YALE UNIVERSITY, a non-profit corporation with address of 25 Science Park, 3<sup>rd</sup> Fl., 150 Munson Street, New Haven, CT 06511-3572 (hereinafter referred to as the "Contractor").

**WITNESSETH THAT:**

**WHEREAS**, the City has determined that it needs services to evaluate the pilot and implementation phases of the New Haven Community Crisis Response Team (NH-CCRT), known as Elm City COMPASS (Compassion Allies Serving Our Streets); and

**WHEREAS**, the Contractor is qualified to provide the services; and

**WHEREAS**, the City has selected the Contractor and the Contractor has agreed to perform the services for the terms and conditions set forth herein pursuant to RFP Number 2020-II-353

**WHEREAS**, funds for this Agreement are available from account number 23183050-56694 CAPO Number 60230010-000-22.

**NOW, THEREFORE**, the City and the Contractor hereby agree as follows:

**SECTION I: ENGAGEMENT**

101. The City hereby engages the Contractor, and the Contractor hereby agrees to perform the services set forth herein in accordance with the terms and conditions and for the consideration set forth herein.

102. The person in charge of administering the services described under this Agreement on behalf of the City shall be Carlos Sosa Lombardo, or such other person as designated in writing.

103. The person responsible for overseeing the services to be performed by the contractor shall be Dr. Jack Tebes, an employee of Yale University. The Contractor shall not subcontract any of the professional services to be performed by it under this Agreement.

## **SECTION 2: SCOPE OF SERVICES**

201. The Contractor shall perform the services set forth under this Agreement, including Exhibit A, in a satisfactory manner, as reasonably determined by the City. The Contractor shall make such revisions or modifications to its work, at its own cost and expense, as may be required by the City; provided, however, the Contractor shall not be required to make revisions at its sole cost and expense where the revisions are based upon considerations outside the scope of services initially given to the Contractor.

202. To fulfill its mission and meet requirements arising from Contractor's status as a tax-exempt, public educational and research institution, the Contractor requires that its investigators be able to publish the results of their projects with minimal restrictions other than as follows to ensure the preservation of academic freedom. All drawings, reports, and documents prepared by the Contractor under this Agreement for the purposes of publication shall be submitted to the City for its review and approval on a case-by-case basis. Such approval shall not be unreasonably withheld. The City shall review and respond to materials submitted by the Contractor within thirty (30) calendar days.

203. In performing the services required under this Agreement, the Contractor shall consult with Community Services Administration and shall meet, as appropriate, with other City employees or officials and with other persons or entities, as necessary, including State and Federal officials and/or neighborhood groups or organizations.

204. The services to be performed by the Contractor are set out in Exhibit A attached hereto and incorporated herein by reference. In the event any provision of Exhibit A conflicts with any provision of Part I or Part II of this Agreement, said Part I or Part II shall be controlling.

## **SECTION 3: INFORMATION TO BE FURNISHED TO THE CONTRACTOR**

301. The City will provide the Contractor with all documents, data, and other materials in its possession appropriate to the services to be performed hereunder and will endeavor to secure materials or information from other sources requested by the Contractor for the purpose of carrying out services under this Agreement.

## **SECTION 4: TIME OF PERFORMANCE**

401. The Contractor shall perform the services set forth in Section 2 of this Agreement at such times and in such sequence as may be directed by the City.

402. This Agreement shall remain in effect until the services required hereunder are completed to the satisfaction of the City, unless otherwise terminated by the parties hereto, but in any event shall terminate no later than June 30, 2025. If applicable, the City, in its sole and

absolute discretion, may renew this Agreement at the same rate, terms, and conditions in accordance with the relevant provisions of the RFP, but only to the extent that such provisions exist in the RFP.

403. Notwithstanding any other provision in this Agreement, the City reserves the right to terminate this Agreement for any reason upon twenty-one (21) days written notice to the Contractor. The Contractor shall be paid for satisfactory services rendered up to the termination date upon submission to the City of all written memorandums, reports or other partially complete or incomplete documents, and such other materials as will reasonably facilitate transfer to a new Contractor.

## **SECTION 5: COMPENSATION**

501. The City shall compensate the Contractor for satisfactory performance of the services required under Section 2 of this Agreement in a maximum amount not to exceed Three Million Five Hundred Thirteen Thousand Eight Hundred Forty Two Dollars and Zero Cents (\$3,513,842.00).

502. Compensation provided under this Section 5 constitutes full and complete payment for all costs assumed by the Contractor in performing this Agreement including but not limited to salaries; consultant fees; costs of materials and supplies; printing and reproduction; meetings, consultations, and presentations; travel expenses; postage; telephone; clerical expenses; and all similar expenses. No direct costs shall be reimbursed by the City other than as provided in Section 501.

503. Payments to the Contractor under this Agreement shall be made by the City on approval of payment requisitions in accordance with the Deliverables Schedule of Payments attached hereto as Exhibit C certified by a principal of the Contractor submitted not more often than once a month and in accordance with the City's Electronic Invoicing and Invoice Submission & Payment Policy. The City may, prior to making any payment under this Agreement, require the Contractor to submit to it such additional information with respect to the Contractor's costs as the City deems necessary.

504. No contract for employment is intended or implemented by this Agreement and no fringe benefits will be paid to the Contractor hereunder. The Contractor's relationship to the City is that of an independent contractor.

## SECTION 6: INSURANCE

601. The Contractor shall carry coverages in the amount set forth in the Rider Exhibit B attached hereto and made a part hereof. The Contractor shall indemnify, defend and save harmless the City and its officers, agents, and employees from and against all actions, lawsuits, claims, damages, losses, judgments, liens, and expenses, including but not limited to reasonable attorney's fees, to the extent such actions, lawsuits, claims, damages, losses, judgments, liens and expenses arise out of the negligent acts or omissions of Contractor while performing the services set forth under this Agreement.

## SECTION 7: TERMS AND CONDITIONS

701. This Agreement is subject to and incorporates the provisions attached hereto as City of New Haven Contract for Professional or Technical Services Part II, Terms and Conditions. In the event any provision of said Part II conflicts with any provision of this Part I of this Agreement, Part I shall be controlling.

702. This Agreement, its terms and conditions and any claims arising therefrom, shall be governed by Connecticut law. The Contractor shall comply with all applicable laws, ordinances, and codes of the State of Connecticut and the City of New Haven.

703. The parties agree that they waive a trial by jury as to any and all claims, causes of action or disputes arising out of this Agreement or services to be provided pursuant to this Agreement. Notwithstanding any such claim, dispute, or legal action, the Contractor shall continue to perform services under this Agreement in a timely manner, unless otherwise directed by the City.

704. The City and the Contractor each binds itself, its partners, successors, assigns and legal representatives to the other party to this Agreement and to the partners, successors, assigns and legal representatives of such other party with respect to all covenants of this Agreement.

705. This Agreement incorporates all the understandings of the parties hereto as to the matters contained herein and supersedes any and all agreements reached by the parties prior to the execution of this Agreement, whether oral or written, as to such matters.

706. If any provision of this Agreement is held invalid, the balance of the provisions of this Agreement shall not be affected thereby if the balance of the provisions of this Agreement would then continue to conform to the requirements of applicable laws.

707. Any waiver of the terms and conditions of this Agreement by either of the parties hereto shall not be construed to be a waiver of any other term or condition of this Agreement.

708. The City may, from time to time, request changes in the scope of services of the Contractor to be performed hereunder. Such changes, including any increase or decrease in the amount of the Contractor's compensation, which are mutually agreed upon by and between the

City and the Contractor, shall be incorporated in written amendments executed by both parties to this Agreement.

709. References herein in the masculine gender shall also be construed to apply to the feminine gender.

710. Except as otherwise specifically provided in this Agreement, whenever under this Agreement approvals, authorizations, determinations, satisfactions, or waivers are required or permitted, such items shall be effective and valid only when given in writing signed by a duly authorized officer of the City or the Contractor, and delivered in hand or sent by mail, postage prepaid, to the party to whom it is directed, which until changed by written notice, are as follows:

**Contractor:** YALE UNIVERSITY  
Office of Sponsored Projects  
25 Science Park, 3<sup>rd</sup> Floor  
150 Munson St.  
New Haven, CT 06511-3572  
Attn. Patricia Ingellis

**City:** Carlo Sosa-Lombardo  
City of New Haven  
165 Church Street  
New Haven, CT06510

IN WITNESS WHEREOF, the parties have executed this Agreement A22-1176 as of the day and year first above written.

CONTRACTOR:

CITY:

YALE UNIVERSITY

CITY OF NEW HAVEN

By: Patricia Ingellis, J.D.

By: Justin Elicker

Patricia Ingellis

Justin Elicker

Duly Authorized

Mayor

July 15, 2022 | 6:16 AM PDT

July 15, 2022 | 11:29 AM EDT

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Approved Form and Correctness:

By: Robert C Scott, Asst. Corporation Counsel

Robert C Scott

Assistant Corporation Counsel

Date: juillet 15, 2022 | 11:13 AM EDT

CITY OF NEW HAVEN  
CONTRACT FOR PROFESSIONAL OR TECHNICAL SERVICES  
PART II - TERMS AND CONDITIONS

1. Personnel. (a) The Contractor represents that it has, or will secure at its own expense, all personnel required in performing the services under this Agreement. Such personnel shall not be employees of or have any contractual relationship with the City.

(b) All the services required hereunder will be performed by the Contractor or under its supervision and all personnel engaged in the work shall be fully qualified and shall be authorized or permitted under State or local law to perform such services.

(c) No person who is serving a sentence in a penal or correctional institution shall be employed on work under this Agreement. The foregoing sentence shall not be interpreted to interfere with the Contractor's compliance with the City's Ban the Box requirements.

2. Anti-Kickback Rules. Salaries of architects, draftsmen, technical engineers, and technicians performing work under this Agreement shall be paid unconditionally and not less often than once a month without deductions or rebate on any account except only such payroll deductions as are mandatory by law or permitted by the applicable regulations issued by the Secretary of Labor pursuant to the "Anti-Kickback Act" of June 13, 1934, as now codified in 18 U.S.C. § 874 and 40 U.S.C. § 3145. The Contractor shall comply with applicable "Anti-Kickback" regulations and shall insert appropriate provisions in all subcontracts covering work under this Agreement to ensure compliance by subcontractors with such regulations, and shall be responsible for the submission of affidavits required of subcontractors thereunder except as the Secretary of Labor may specifically provide for variations or exemptions from the requirements thereof.

3. Withholding of Salaries. If, in the performance of this Agreement, there is any underpayment of salaries by the Contractor or by any subcontractor thereunder, the City shall withhold from the Contractor out of payments due to him an amount sufficient to pay to employees underpaid the difference between the salaries required hereby to be paid and the salary actually paid such employees for the total number of hours worked. The amounts withheld shall be disbursed by the City for and on account of the Contractor or subcontractor to the respective employees to whom they are due.

4. Claims and Disputes Pertaining to Salary Rates. Claims and disputes pertaining to salary rates or to classifications of architects, draftsmen, technical engineers, and technicians performing work under this Agreement shall be promptly reported in writing by the Contractor to the City, and the City's decision regarding such claims and disputes shall be final. Particularly with respect to this Section and Section 5 above, the City reserves the right to inspect Contractor's records with respect to this

Agreement and specifically, without limiting the generality of the foregoing, payroll and employee records with respect to the work performed pursuant to this Agreement.

5. Equal Employment Opportunity.

A. During the performance of this Agreement, the Contractor agrees as follows:

- i) To comply with all provisions of Executive Order 11246 and Executive Order 11375, the Connecticut Fair Employment Practices Act under Conn. Gen. Stat. § 46a-51 et seq., the Equal Opportunities Ordinance of the City under Chapter 12 ½ et seq., the Contract Compliance Ordinance of the City under Article III of Chapter 12 ½, including all standards and regulations which are promulgated by the government authorities who established such acts and requirements, and all standards and regulations are incorporated herein by reference;
- ii) Not to discriminate against any employee or applicant for employment because of race, color, religion, age, sex, physical disability, national origin, or any other State or Federal protected class status. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to race, color, religion, sex, age, national origin, physical handicap, or any other State or Federal protected class status. Such action shall include, but is not limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of any or other forms of compensation, and selection for training, including apprenticeship;
- iii) To post, in conspicuous places available to employees and applicants for employment, notice is to be provided by the Contractor setting forth the provisions of this nondiscrimination clause;
- iv) To state, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, physical disability, national origin, or any other State or Federal protected class status;

B. And where this contract involves construction, or is a “public contract” as defined in section 12 ½ -19(o) of the City’s Code of General Ordinances, then the contractor additionally agrees:

- i) To send to each labor union or representative of workers with whom the Contractor has a collective bargaining agreement, or other contract or understanding, a notice advising the labor union or worker's



representative of the Contractor's commitments under the equal opportunity clause of the City, and shall post copies of the notice in conspicuous places available to employees and applicants for employment. The Contractor shall register all workers in the skilled trades, who are below the journeyman level, with the Apprentice Training Division of the Connecticut State Labor Department;

- ii) To utilize State of Connecticut Labor Department and City sponsored manpower programs as a source of recruitment and to notify the contract compliance unit and such programs of all job vacancies;
- iii) To take affirmative action to negotiate with qualified minority contractors, women business enterprises and disadvantaged women business enterprises, for any work which may be proposed for subcontracting, or for any additional services, supplies, or work which may be required as a result of this Agreement;
- iv) To cooperate with City departments in implementing required Agreement obligations for increasing the utilization of minority business enterprises, women business enterprises and disadvantaged business enterprises;
- v) To furnish all information and reports required by the contract compliance director pursuant to sections 12 ½-19 through 12 ½-33 of the City's Code of General Ordinances and to permit access to the Contractor's books, records, and accounts by the contracting agency, the contract compliance officer, and the Secretary of Labor for purposes of investigations to ascertain compliance with the program;
- vi) To take such action, with respect to any subcontractor, as the City may direct as a means of enforcing the provisions of sub-paragraphs (1) through (8) herein, including penalties and sanctions for noncompliance, provided however that, in the event the Contractor becomes involved in or is threatened with litigation as a result of such direction by the City, the City will intervene in such litigation to the extent necessary to protect the interest of the City and to effectuate the City's equal employment opportunity program. In the case of contracts funded directly or indirectly, in whole or in part, under one or more federal assistance programs, the Contractor or the City may ask the United States to enter into such litigation to protect the interest of the United States;
- vii) To file, along with its subcontractors, if any, compliance reports with the City in the form and to the extent prescribed in this Agreement by the contract compliance director of the City. Compliance reports filed at such times as directed shall contain information as to the employment

practices, policies, programs and statistics of the Contractor and its subcontractors, if any;

- viii) To include the provisions of sub-paragraphs (1) through (9) of this equal opportunity clause in every subcontract or purchase order so that said provisions will be binding upon each such subcontractor or vendor;
- ix) That a finding, as hereinafter provided, of a refusal by the Contractor, or subcontractor, to comply with any portion of this program as herein stated and described, may subject the offending party to any or all of the following penalties:
  - (a) Withholding of all future payments under the involved public contract to the Contractor in violation, until it is determined that the Contractor, or subcontractor, is in compliance with the provisions of this Agreement;
  - (b) Refusal of all future bids for any public contract with the City, or any of its departments or divisions, until such time as the Contractor, or subcontractor, is in compliance with the provisions of this Agreement;
  - (c) Cancellation of this Agreement;
  - (d) Recovery of specified monetary penalties;
  - (e) In case of substantial or material violation, or the threat of substantial or material violation of the compliance procedure or as may be provided for by contract, appropriate equitable or legal proceedings may be brought to enforce these provisions against contractors, subcontractors, or other organizations, individuals or groups who directly or indirectly are not in compliance with the policy as herein outlined.

6. Discrimination Because of Certain Labor Matters Related to Construction Contracts. No person employed on the work covered by this Agreement shall be discharged or in any way discriminated against because it has filed any complaint or instituted or caused to be instituted any proceeding or has testified or is about to testify in any proceeding under or related to the labor standards applicable hereunder to its employer.

7. Assignability. The Contractor shall not assign any interest in this Agreement, and shall not transfer any interest in the same (whether by assignment or novation) without the prior written approval of the City, provided, however, that claims for money due or to become due the Contractor from the City under this Agreement

may be assigned to a bank, trust, company, or other financial institution, or to a Trustee in Bankruptcy, without such approval. Notice of any such assignment or transfer shall be furnished promptly to the City.

8. Interest of City Officials. No member of the governing body of the City, and no other officer, employee, or agent of the City who exercises any functions or responsibilities in connection with the carrying out of the project to which this Agreement pertains, shall have any personal interest, direct or indirect, in this Agreement.

9. Interest of Contractor. The Contractor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, in the above-referenced project or any parcel of land therein or any other interest which would conflict in any manner or degree with the performance of its service hereunder. The Contractor further covenants that in the performance of this Agreement no person having any such interest shall be employed.

10. Findings Confidential. All of the reports, information, data, etc., prepared or assembled by the Contractor under this Agreement are confidential and the Contractor agrees that they shall not be made available to any individual or organization without the prior written approval of the City.

11. Audit. The City reserves the right to audit the Contractor's books of account in relation to this Agreement any time during the period of this Agreement or at any time during the twelve-month period immediately following the closing or termination of this Agreement. In the event the City elects to make such an audit, the Contractor shall immediately make available to the City all records pertaining to this Agreement, including, but not limited to, payroll records, bank statements, and canceled checks.

# EXHIBIT A

## Scope of Work

This contract is to The Consultation Center at Yale University (TCC) to implement and evaluate the pilot and implementation phases of the New Haven Community Crisis Response Team (NH-CCRT), known as Elm City COMPASS (Compassion Allies Serving Our Streets). Elm City COMPASS was designed in collaboration with the City of New Haven and in response to public input. TCC will subcontract with Continuum of Care, Inc. (COC) to deliver Elm City COMPASS crisis team services. TCC will collaborate with the City of New Haven, COC, the CMHC, DMHAS, and service system providers to implement and evaluate Elm City COMPASS, strengthen the crisis response service system in New Haven, share public information about the COMPASS, and obtain ongoing community feedback.

1. Hire and coordinate a project team to implement and evaluate Elm City COMPASS that includes TCC and COC, and coordinate this work with the City of New Haven and CMHC.
2. Collaborate with COC to develop the Elm City COMPASS team, comprised of a social worker and peer with lived experience in accordance with operating procedures developed by the City of New Haven, TCC, and COC.
3. Update a data dashboard for use in the field by the Elm City COMPASS team.
4. Coordinate trainings for the Elm City COMPASS team in collaboration with COC, CMHC, the City of New Haven, and DMHAS
5. Convene the formal and informal network of crisis response service providers for Greater New Haven to identify and address service gaps, and increase service coordination and integration.
6. Support a Community Advisory Board (CAB) to provide ongoing feedback about Elm City COMPASS.
7. Communicate with the public about Elm City COMPASS through social media, community forums, media interviews, or public announcements as appropriate.
8. Implement a rigorous mixed methods evaluation of the Elm City COMPASS pilot and implementation phases.

Under the pilot phase of Elm City COMPASS, TCC and COC will provide “secondary” response to calls routed through current New Haven emergency response (police, fire, emergency medical). TCC and COC may provide some “primary” response outside of existing New Haven first responders, consistent with existing community outreach and crisis engagement services.<sup>1</sup>

One goal of Elm City COMPASS is to study the viability of primary or co-response of mental health professionals with first responders that may be implemented more consistently in the future after the pilot phase.

**Contract Start Date:** May 1, 2022

**Contract End Date:** June 30, 2025

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<sup>1</sup> “Primary response” is direct civilian response without an initial response by first responders.

“Secondary response” is civilian response after first responders have “cleared” the scene and requested assistance by a mental health team.

“Co-response” is a concurrent response by first responders with a mental health professional.

**EXHIBIT B**

**City of New Haven Health Department Insurance Requirements regarding Yale University & Yale School of Medicine for the Elm City Compass project.**

Yale shall agree to always maintain in force during the contract the following minimum coverage and shall name the City of New Haven as an Additional Insured (1) on a primary and non-contributory basis on all policies except Workers Compensation and Professional Liability. Waiver of subrogation (1) applies to all policies. Insurance shall be written with Carriers approved in the State of Connecticut and with a minimum AM Best's Rating of "A- " VIII. COIs from Yale School of Medicine can waive the AM Best Rating requirement--MCIC Vermont, Inc. has provided assurance of strong financial solvency in lieu of AM Best rating.

		(Minimum Limits)
General Liability	Each Occurrence:	\$2,500,000
Excess Liability	Each Occurrence:	\$27,500,000
	General Aggregate:	\$30,000,000
Auto Liability (2) (Includes all owned, hired & non-owned autos)	Combined Single Limit Each Accident	\$1,000,000
Professional Liability -primary (4)	Each Claim or Occurrence	\$12,500,000
	Sexual Abuse and Molestation (3)	\$1,000,000
Professional Liability (4)--Excess	Each Claim or Occurrence	\$17,500,000
	Aggregate	\$30,000,000
Cyber Liability/Data Compromise (5)	Each Occurrence	\$1,000,000
	General Aggregate	\$1,000,000
Workers' Compensation and Employers' Liability (EL) (6)	WC Statutory Limits	
	EL Each Accident	\$1,000,000
	EL Disease Each Employee	\$1,000,000
	EL Disease Policy Limit	\$1,000,000

If any policy is written on a "Claims Made" basis, the policy must be continually renewed for a minimum of two years from the completion date of this contract. If the policy is replaced and/or the retroactive date is changed, then the expiring policy must be endorsed to extend the reporting period for claims for the policy in effect during the contract for two years from the completion date.

Original, completed Certificate of Insurance (COI) and Memorandum of Insurance (MOI) must be presented to the City of New Haven prior to contract execution. Should any of the policies be cancelled, limits reduced, or coverage altered, 10 days written notice must be given to the City from the Yale University Department that is providing the services for this contract.

**Notes**

- (1) Additional Insured & Waiver of Subrogation for MOI shown under Additional Information section & for COI shown in Description of Operations.
- (2) Auto Liability is Self Insured up to \$2,000,000 and will show **no** limits on MOI.
- (3) Sexual Abuse & Molestation coverage is included in Professional liability and shown on the COI .
- (4) Yale School of Medicine Professional Liability is shown on the **COI**.
- (5) Cyber Liability/Data Compromise coverage is shown on the **MOI**
- (6) Workers' Compensation and Employer's Liability coverage shown on the **MOI**

EXHIBIT C

**Reporting requirements for invoicing**

The reporting requirements outlined below are divided by fiscal year. The reporting requirements shall for each reporting be submitted using the form in the Appendix A.

***Payment Schedule: FY 2021-2022***

Contract amount: \$131,922

Number of reporting periods: 1

Reporting period of: **May 1, 2022 to June 30, 2022.**

- Total to be paid upon receipt review of deliverables: \$131,922

<b>Work Plan Deliverables</b>	<b>Deliverables to be submitted with invoice</b>
<p><b>Manage the COMPASS Project TEAM (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Establish a schedule for weekly/bi-weekly COMPASS leadership team and all-team meetings to plan and review work.</li> <li>2. Conduct weekly/bi-weekly COMPASS leadership team and all-team meetings.</li> <li>3. Conduct a weekly/bi-weekly meeting of the COMPASS director with City leadership to review progress and troubleshoot challenges.</li> <li>4. Draft revised COMPASS standard operating procedures based on a collaboration of TCC with City leadership, CoC, City first responders, and the CMHC Mobile Crisis Intervention unit.</li> </ol>	<p><b>Manage the COMPASS Project TEAM (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of COMPASS leadership team and all-team meetings held during the reporting period, including the topics discussed.</li> <li>2. Summary description of COMPASS meetings between the COMPASS director and city leadership during the reporting period, including the topics discussed.</li> <li>3. Copy of the revised COMPASS standard operating procedures.</li> </ol>
<p><b>Supervise the COMPASS crisis response team (CoC)</b></p> <ol style="list-style-type: none"> <li>1. Develop a staffing plan for the COMPASS crisis response team of a social worker and a peer recovery support specialist that covers 7 days per week, with one team covering weekdays and one team covering weekends.</li> <li>2. Recruit for social workers and recovery support specialists to ensure weekday and weekend coverage, and coverage when staff are sick or on PTO.</li> </ol>	<p><b>Supervise the COMPASS crisis response team (CoC)</b></p> <ol style="list-style-type: none"> <li>1. Copy of the staffing plan for the COMPASS crisis response team of a social worker and a peer recovery support specialist that covers 7 days per week, with one team covering weekdays and one team covering weekends.</li> <li>2. Summary description of the recruitment process to hire social workers and recovery support specialists for weekday and weekend coverage, and coverage when staff are sick or on PTO.</li> </ol>

EXHIBIT C

	<ol style="list-style-type: none"> <li>3. Description of the self-identified racial, ethnic, and gender composition of the crisis response team.</li> </ol>
<p><b>Update data dashboard (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Completion of data collection fields for the data dashboard for use in the field, that incorporated reviews and comments from CoC and City of New Haven.</li> <li>2. Completion of the data dashboard.</li> </ol>	<p><b>Update data dashboard (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of the data collection fields used in the dashboard, and the review process with CoC and City of New Haven.</li> <li>2. Copy of the data dashboard.</li> </ol>
<p><b>Coordinate trainings (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Propose essential trainings for the COMPASS crisis response team and evaluation team.</li> <li>2. Propose essential trainings and dates for the COMPASS strategic planning process conducted with DMHAS and the GAINS Center learning collaborative.</li> </ol>	<p><b>Coordinate trainings (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of essential trainings for the COMPASS crisis response team and evaluation team.</li> <li>2. Summary description of the proposed COMPASS strategic planning process conducted with DMHAS and the GAINS Center learning collaborative.</li> </ol>
<p><b>Convene network of crisis response service providers (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Identify initial set of Greater New Haven crisis response network providers to invite for an initial providing meeting in summer 2022.</li> <li>2. Contact crisis response network leadership to invite their involvement in the network.</li> </ol>	<p><b>Convene network of crisis response service providers (TCC)</b></p> <ol style="list-style-type: none"> <li>1. List of crisis response network providers who will be invited to be part of the crisis response network.</li> </ol>
<p><b>Establish and support a CAB (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Identify and assemble a committee to review applications to the COMPASS Community Advisory Board (CAB).</li> <li>2. Review applications and select a final list of up to 25 individuals who are representative of New Haven residents to invite for membership to the CAB.</li> <li>3. Conduct an initial onboarding session for CAB members.</li> </ol>	<p><b>Establish and support a CAB (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of the process to select CAB members.</li> <li>2. List of CAB members, including any self-identified demographics provided by members and the Ward in which they reside.</li> <li>3. Summary description of the initial onboarding session for CAB members, including attendance.</li> </ol>
<p><b>Communicate with the public about COMPASS (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Prepare materials for review and presentation at a public meeting to the New Haven Board</li> </ol>	<p><b>Communicate with the public about COMPASS (TCC, CoC)</b></p>

EXHIBIT C

<p>of Alders. All materials must be approved by the Department of Community Resilience.</p> <p>2. Make members of the COMPASS leadership team available to the media</p>	<p>1. Summary description of engagement with the Board of Alders, and/or media (if any).</p>
<p><b><i>Implement a CQI and effectiveness evaluation (TCC)</i></b></p> <p>1. Develop an evaluation plan for COMPASS that includes two components: continuous quality improvement and an effectiveness evaluation.</p>	<p><b><i>Implement a CQI and effectiveness evaluation (TCC)</i></b></p> <p>1. Summary description of the continuous quality improvement process for COMPASS. If data are requested from the city, include a summary those data in the Appendix.</p> <p>2. Summary description of the effectiveness evaluation plan along with an implementation timetable. If data are requested from the city, include a summary of those data in the Appendix.</p>



EXHIBIT C

**Payment Schedule: FY 2022-2023**

Contract amount: \$834,955

Number of reporting periods: 2

FY 22-23 Reporting period #1: **July 1, 2022 to December 31, 2022.**

- Total to be paid upon receipt review of deliverables: \$417,497.50

<b>Work Plan Deliverables</b>	<b>Deliverables to be submitted with invoice</b>
<p><b>Manage the COMPASS Project TEAM (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Conduct weekly/bi-weekly COMPASS leadership team and all-team meetings.</li> <li>2. Conduct a weekly/bi-weekly meeting of the COMPASS director with City leadership to review progress and troubleshoot challenges.</li> <li>3. Finalize COMPASS standard operating procedures based on a collaboration of TCC with City leadership, CoC, City first responders, and the CMHC Mobile Crisis Intervention unit.</li> </ol>	<p><b>Manage the COMPASS Project TEAM (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of COMPASS leadership team and all-team meetings held during the reporting period, including the topics discussed.</li> <li>2. Summary description of COMPASS meetings between the COMPASS director and city leadership during the reporting period, including the topics discussed.</li> <li>3. Copy of any revisions to the COMPASS standard operating procedures.</li> </ol>
<p><b>Supervise the COMPASS crisis response team (CoC)</b></p> <ol style="list-style-type: none"> <li>1. Hire an <u>initial</u> COMPASS crisis response team of a social worker and a peer recovery support specialist to cover 7 days per week, with one team covering weekdays and one team covering weekends.</li> <li>2. Supervise the COMPASS crisis response team through ongoing meetings.</li> </ol>	<p>Supervise the COMPASS crisis response team (CoC)</p> <ol style="list-style-type: none"> <li>1. List of COMPASS crisis response team staff, a social worker and a peer recovery support specialist that covers 7 days per week, with one team covering weekdays and one team covering weekends.</li> <li>2. Summary description of ongoing supervision conducted with COMPASS crisis response team staff.</li> </ol>
<p><b>Update data dashboard (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Aggregate and non-aggregated data from the dashboard for COMPASS leadership, the team, and the City.</li> <li>2. Modify the dashboard as necessary based on feedback</li> </ol>	<p><b>Update data dashboard (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of quarterly data transfers from the City of New Haven.</li> <li>2. Summary description of changes to the dashboard (if any).</li> </ol>
<p><b>Coordinate trainings (TCC, CoC)</b></p>	<p><b>Coordinate trainings (TCC, CoC)</b></p>

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<ol style="list-style-type: none"> <li>1. Conduct essential trainings for the COMPASS crisis response team and evaluation team.</li> <li>2. Conduct essential trainings and meetings for the COMPASS strategic planning process with DMHAS and the GAINS Center learning collaborative</li> </ol>	<ol style="list-style-type: none"> <li>1. Summary description of essential trainings conducted with the COMPASS crisis response team and evaluation team. List staff members who participated.</li> <li>2. Summary description of the COMPASS strategic planning process and related outcomes conducted with DMHAS and the GAINS Center learning collaborative.</li> <li>3. Copy of the strategic plan developed.</li> </ol>
<p><b>Convene network of crisis response service providers (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Schedule regular (quarterly/bi-annual) meetings of greater New Haven crisis response providers to facilitate coordination and integration of crisis response services in New Haven.</li> <li>2. Identify gaps in crisis response services and solutions to address these include enhanced service coordination and integration as well as service system development as appropriate.</li> </ol>	<p><b>Convene network of crisis response service providers (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of the regular meetings (quarterly, bi-annually) of the crisis response providers, including a list of participants and agencies..</li> <li>2. Summary description of any gaps in crisis response services identified by the crisis response network of providers and proposed strategies to address these.</li> </ol>
<p><b>Establish and support a CAB (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Conduct quarterly meetings of the CAB.</li> <li>2. Provide CAB members with an update of COMPASS activities, accomplishments, and challenges in order to obtain regular feedback.</li> </ol>	<p><b>Establish and support a CAB (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of the CAB meetings, including attendance, accomplishments, and challenges.</li> </ol>
<p><b>Communicate with the public about COMPASS (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Prepare materials for presentation to the public about COMPASS. All materials must be approved by the Department of Community Resilience.</li> <li>2. Make members of the COMPASS team available to the media.</li> </ol>	<p><b>Communicate with the public about COMPASS (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of activities and engagement with the public and media about COMPASS.</li> <li>2. Copy of materials prepared for the public and how these were disseminated.</li> </ol>
<p><b>Implement a CQI and effectiveness evaluation (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Implement the COMPASS continuous quality improvement evaluation which includes a summary of data from dashboard reports.</li> </ol>	<p><b>Implement a CQI and effectiveness evaluation (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of the continuous quality improvement data used for COMPASS. If data are requested from</li> </ol>

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<p>2. Implement the COMPASS effectiveness evaluation which includes a summary of data from community and individual interviews and of the service system.</p>	<p>the city, include a summary those data in the Appendix.</p> <p>2. Summary description of the implementation of the effectiveness evaluation for COMPASS along with any findings reported. If data are requested from the city, include a summary those data in the Appendix.</p>
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FY 22-23 Reporting period #2: **January 1, 2023 to June 30, 2023.**

- Total to be paid upon receipt review of deliverables: \$417,497.50

<b>Work Plan Deliverables</b>	<b>Deliverables to be submitted with invoice</b>
<p><b>Manage the COMPASS Project TEAM (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Conduct weekly/bi-weekly COMPASS leadership team and all-team meetings.</li> <li>2. Conduct a weekly/bi-weekly meeting of the COMPASS director with City leadership to review progress and troubleshoot challenges.</li> </ol>	<p><b>Manage the COMPASS Project TEAM (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of COMPASS leadership team and all-team meetings held during the reporting period, including the topics discussed.</li> <li>2. Summary description of COMPASS meetings between the COMPASS director and city leadership during the reporting period, including the topics discussed.</li> <li>3. Copy of any revisions to the COMPASS standard operating procedures.</li> </ol>
<p><b>Supervise the COMPASS crisis response team (CoC)</b></p> <ol style="list-style-type: none"> <li>1. Hire a <u>second</u> COMPASS crisis response team of a social worker and a peer recovery support specialist to cover 7 days per week, with one team covering weekdays and one team covering weekends.</li> <li>2. Supervise the COMPASS crisis response team through ongoing meetings.</li> </ol>	<p><b>Supervise the COMPASS crisis response team (CoC)</b></p> <ol style="list-style-type: none"> <li>1. List of COMPASS crisis response team staff, a social worker and a peer recovery support specialist that, cover 7 days per week including evenings and weekends.</li> <li>2. Summary description of ongoing supervision conducted with COMPASS crisis response team staff.</li> </ol>
<p><b>Update data dashboard (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Aggregate and non-aggregated data from the dashboard for COMPASS leadership, the team, and the City.</li> </ol>	<p><b>Update data dashboard (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of quarterly data transfers from the City of New Haven.</li> </ol>

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<p>2. Modify the dashboard as necessary based on feedback</p>	<p>2. Summary description of changes to the dashboard (if any).</p>
<p><b>Coordinate trainings (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Conduct essential trainings for the second COMPASS crisis response team and any new staff.</li> <li>2. Conduct additional trainings as needed for all COMPASS staff and collaborators (City, service network).</li> </ol>	<p><b>Coordinate trainings (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of essential trainings conducted with the COMPASS crisis response team and evaluation team.</li> <li>2. Summary description of additional trainings identified and conducted.</li> </ol>
<p><b>Convene network of crisis response service providers (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Schedule quarterly meetings of the Greater New Haven crisis response network of providers to facilitate coordination and integration of crisis response services in New Haven.</li> <li>2. Identify gaps in crisis response services and solutions to address these include enhanced service coordination and integration as well as service system development as appropriate.</li> </ol>	<p><b>Convene network of crisis response service providers (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of the regular meetings (quarterly, bi-annually) of the crisis response providers, including a list of participants and agencies..</li> <li>2. Summary description of any gaps in crisis response services identified by the crisis response network of providers and proposed strategies to address these.</li> </ol>
<p><b>Establish and support a CAB (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Conduct quarterly meetings of the CAB.</li> <li>2. Provide CAB members with an update of COMPASS activities, accomplishments, and challenges in order to obtain regular feedback.</li> </ol>	<p><b>Establish and support a CAB (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of the CAB meetings, including attendance, accomplishments, and challenges.</li> </ol>
<p><b>Communicate with the public about COMPASS (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Prepare materials for presentation to the public about COMPASS. All materials must be approved by the Department of Community Resilience.</li> <li>2. Make members of the COMPASS team available to the media.</li> </ol>	<p><b>Communicate with the public about COMPASS (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of activities and engagement with the public and media about COMPASS.</li> <li>2. Copy of materials prepared for the public and how these were disseminated.</li> </ol>
<p><b>Implement a CQI and effectiveness evaluation (TCC)</b></p>	<p><b>Implement a CQI and effectiveness evaluation (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of the continuous quality improvement data used for</li> </ol>

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<ol style="list-style-type: none"> <li>1. Implement the COMPASS continuous quality improvement evaluation which includes a summary of data from dashboard reports.</li> <li>2. Implement the COMPASS effectiveness evaluation which includes a summary of data from community and individual interviews and of the service system.</li> </ol>	<p>COMPASS. If data are requested from the city, include a summary those data in the Appendix.</p> <ol style="list-style-type: none"> <li>2. Summary description of the implementation of the effectiveness evaluation for COMPASS along with any findings reported. If data are requested from the city, include a summary those data in the Appendix.</li> </ol>
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***Payment Schedule: FY 2023-2024***

Contract amount: \$ 1,170,250

Number of reporting periods: 2

FY 23-24 Reporting period #1: **July 1, 2023 to December 31, 2023.**

- Total to be paid upon receipt review of deliverables: \$585,125

<b>Work Plan Deliverables</b>	<b>Deliverables to be submitted with invoice</b>
<p><b>Manage the COMPASS Project TEAM (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Conduct weekly/bi-weekly COMPASS leadership team and all-team meetings.</li> <li>2. Conduct a weekly/bi-weekly meeting of the COMPASS director with City leadership to review progress and troubleshoot challenges.</li> </ol>	<p><b>Manage the COMPASS Project TEAM (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of COMPASS leadership team and all-team meetings held during the reporting period, including the topics discussed.</li> <li>2. Summary description of COMPASS meetings between the COMPASS director and city leadership during the reporting period, including the topics discussed.</li> <li>3. Copy of any revisions to the COMPASS standard operating procedures.</li> </ol>
<p><b>Supervise the COMPASS crisis response team (CoC)</b></p> <ol style="list-style-type: none"> <li>1. Supervise the COMPASS crisis response teams through ongoing meetings.</li> </ol>	<p><b>Supervise the COMPASS crisis response team (CoC)</b></p> <ol style="list-style-type: none"> <li>1. List of COMPASS crisis response team staff, a social worker and a peer recovery support specialist in each team, that</li> </ol>

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	<p>provides coverage 7 days per week including weekdays and weekends.</p> <ol style="list-style-type: none"> <li>Summary description of ongoing supervision conducted with COMPASS crisis response team staff.</li> </ol>
<p><b>Update data dashboard (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>Aggregate and non-aggregated data from the dashboard for COMPASS leadership, the team, and the city.</li> <li>Modify the dashboard as necessary based on feedback.</li> </ol>	<p><b>Update data dashboard (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>Summary description of quarterly data transfers from the City of New Haven.</li> <li>Summary description of changes to the dashboard (if any).</li> </ol>
<p><b>Coordinate trainings (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>Conduct essential trainings for the second COMPASS crisis response team and any new staff.</li> <li>Conduct additional trainings as needed for all COMPASS staff and collaborators (City, service network).</li> </ol>	<p><b>Coordinate trainings (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>Summary description of essential trainings conducted with the COMPASS crisis response team and evaluation team.</li> <li>Summary description of additional trainings identified and conducted.</li> </ol>
<p><b>Convene network of crisis response service providers (TCC)</b></p> <ol style="list-style-type: none"> <li>Schedule quarterly meetings of the Greater New Haven crisis response network of providers to facilitate coordination and integration of crisis response services in New Haven.</li> <li>Identify gaps in crisis response services and solutions to address these include enhanced service coordination and integration as well as service system development as appropriate.</li> </ol>	<p><b>Convene network of crisis response service providers (TCC)</b></p> <ol style="list-style-type: none"> <li>Summary description of the regular meetings (quarterly, bi-annually) of the crisis response providers, including a list of participants and agencies..</li> <li>Summary description of any gaps in crisis response services identified by the crisis response network of providers and proposed strategies to address these and promote the sustainability of strategies.</li> </ol>
<p><b>Establish and support a CAB (TCC)</b></p> <ol style="list-style-type: none"> <li>Conduct quarterly meetings of the CAB.</li> <li>Provide CAB members with an update of COMPASS activities, accomplishments, and challenges in order to obtain regular feedback.</li> </ol>	<p><b>Establish and support a CAB (TCC)</b></p> <ol style="list-style-type: none"> <li>Summary description of the CAB meetings, including attendance, accomplishments, and challenges.</li> </ol>
<p><b>Communicate with the public about COMPASS (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>Prepare materials for presentation to the public about COMPASS. All materials must be</li> </ol>	<p><b>Communicate with the public about COMPASS (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>Summary description of activities and engagement with the public and media about COMPASS.</li> </ol>

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<p>approved by the Department of Community Resilience.</p> <p>2. Make members of the COMPASS team available to the media.</p>	<p>2. Copy of materials prepared for the public and how these were disseminated.</p>
<p><b>Implement a CQI and effectiveness evaluation (TCC)</b></p> <p>1. Implement the COMPASS continuous quality improvement evaluation which includes a summary of data from dashboard reports.</p> <p>2. Implement the COMPASS effectiveness evaluation which includes a summary of data from community and individual interviews and of the service system.</p>	<p><b>Implement a CQI and effectiveness evaluation (TCC)</b></p> <p>1. Summary description of the continuous quality improvement data used for COMPASS. If data are requested from the city, include a summary those data in the Appendix.</p> <p>2. Summary description of the implementation of the effectiveness evaluation for COMPASS along with any findings reported. If data are requested from the city, include a summary those data in the Appendix.</p>

FY 23-24 Reporting period #2: **January 1, 2024 to June 30, 2024.**

- Total to be paid upon receipt review of deliverables: \$585,125

<b>Work Plan Deliverables</b>	<b>Deliverables to be submitted with invoice</b>
<p><b>Manage the COMPASS Project TEAM (TCC)</b></p> <p>1. Conduct weekly/bi-weekly COMPASS leadership team and all-team meetings.</p> <p>2. Conduct a weekly/bi-weekly meeting of the COMPASS director with City leadership to review progress and troubleshoot challenges.</p>	<p><b>Manage the COMPASS Project TEAM (TCC)</b></p> <p>1. Summary description of COMPASS leadership team and all-team meetings held during the reporting period, including the topics discussed.</p> <p>2. Summary description of COMPASS meetings between the COMPASS director and city leadership during the reporting period, including the topics discussed.</p> <p>3. Copy of any revisions to the COMPASS standard operating procedures.</p>
<p><b>Supervise the COMPASS crisis response team (CoC)</b></p> <p>1. Hire a <u>third</u> COMPASS crisis response team of a social worker and a peer recovery support specialist to cover 7 days per week, with teams</p>	<p><b>Supervise the COMPASS crisis response team (CoC)</b></p> <p>1. List of COMPASS crisis response team staff, a social worker and a peer recovery support specialist in each team, that provides coverage 7 days per week</p>

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<p>covering weekdays, evenings, nights, and weekends</p> <p>2. Supervise the COMPASS crisis response teams through ongoing meetings.</p>	<p>including, weekdays, evenings, nights, and weekends.</p> <p>2. Summary descriptions of ongoing supervision conducted with COMPASS crisis response team staff.</p>
<p><b>Update data dashboard (TCC, CoC)</b></p> <p>1. Aggregate and non-aggregated data from the dashboard for COMPASS leadership, the team, and the city.</p> <p>2. Modify the dashboard as necessary based on feedback.</p>	<p><b>Update data dashboard (TCC, CoC)</b></p> <p>1. Summary description of quarterly data transfers from the City of New Haven.</p> <p>2. Summary description of changes to the dashboard (if any).</p>
<p><b>Coordinate trainings (TCC, CoC)</b></p> <p>1. Conduct essential trainings for the COMPASS crisis response team and any new staff.</p> <p>2. Conduct additional trainings as needed for all COMPASS staff and collaborators (City, service network).</p>	<p><b>Coordinate trainings (TCC, CoC)</b></p> <p>1. Summary description of essential trainings conducted with the COMPASS crisis response team and evaluation team.</p> <p>2. Summary description of additional trainings identified and conducted.</p>
<p><b>Convene network of crisis response service providers (TCC)</b></p> <p>1. Schedule quarterly meetings of the Greater New Haven crisis response network of providers to facilitate coordination and integration of crisis response services in New Haven.</p> <p>2. Identify gaps in crisis response services and solutions to address these include enhanced service coordination and integration as well as service system development as appropriate.</p>	<p><b>Convene network of crisis response service providers (TCC)</b></p> <p>1. Summary description of the regular meetings (quarterly, bi-annually) of the crisis response providers, including a list of participants and agencies..</p> <p>2. Summary description of any gaps in crisis response services identified by the crisis response network of providers and proposed strategies to address these and promote the sustainability of strategies.</p>
<p><b>Establish and support a CAB (TCC)</b></p> <p>1. Conduct quarterly meetings of the CAB.</p> <p>2. Provide CAB members with an update of COMPASS activities, accomplishments, and challenges in order to obtain regular feedback.</p>	<p><b>Establish and support a CAB (TCC)</b></p> <p>1. Summary description of the CAB meetings, including attendance, accomplishments, and challenges.</p>
<p><b>Communicate with the public about COMPASS (TCC, CoC)</b></p> <p>1. Prepare materials for presentation to the public about COMPASS. All materials must be</p>	<p><b>Communicate with the public about COMPASS (TCC, CoC)</b></p>



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<p>approved by the Department of Community Resilience.</p> <p>2. Make members of the COMPASS team available to the media.</p>	<p>1. Summary description of activities and engagement with the public and media about COMPASS.</p> <p>2. Copy of materials prepared for the public and how these were disseminated.</p>
<p><b>Implement a CQI and effectiveness evaluation (TCC)</b></p> <p>1. Implement the COMPASS continuous quality improvement evaluation which includes a summary of data from dashboard reports.</p> <p>2. Implement the COMPASS effectiveness evaluation which includes a summary of data from community and individual interviews and of the service system.</p>	<p><b>Implement a CQI and effectiveness evaluation (TCC)</b></p> <p>1. Summary description of the continuous quality improvement data used for COMPASS. If data are requested from the city, include a summary those data in the Appendix.</p> <p>2. Summary description of the implementation of the effectiveness evaluation for COMPASS along with any findings reported. If data are requested from the city, include a summary those data in the Appendix.</p>

***Payment Schedule: FY 2024-2025***

Contract amount: \$ 1,376,675

Number of reporting periods: 2

FY 24-25 Reporting period #1: **July 1, 2024 to December 31, 2024.**

- Total to be paid upon receipt and review of deliverables: \$688,337.50

<b>Work Plan Deliverables</b>	<b>Deliverables to be submitted with invoice</b>
<p><b>Manage the COMPASS Project TEAM (TCC)</b></p> <p>1. Conduct weekly/bi-weekly COMPASS leadership team and all-team meetings.</p> <p>2. Conduct a weekly/bi-weekly meeting of the COMPASS director with City leadership to review progress and troubleshoot challenges.</p> <p>3. Update the plan for sustainability of COMPASS that includes the crisis response</p>	<p><b>Manage the COMPASS Project TEAM (TCC)</b></p> <p>1. Summary description of COMPASS leadership team and all-team meetings held during the reporting period, including the topics discussed.</p> <p>2. Summary description of COMPASS meetings between the COMPASS director and city leadership during the reporting period, including the topics discussed.</p>

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<p>team, service system development, the CAB, and the quality improvement evaluation.</p>	<ol style="list-style-type: none"> <li>3. Copy of any revisions to the COMPASS standard operating procedures.</li> <li>4. Copy of the updated plan for sustainability of COMPASS.</li> </ol>
<p><b>Supervise the COMPASS crisis response team (CoC)</b></p> <ol style="list-style-type: none"> <li>1. Make adjustments in the shifts of the COMPASS crisis response team as part of a plan for sustainability of COMPASS.</li> <li>2. Supervise the COMPASS crisis response teams through ongoing meetings.</li> <li>3. Seek additional support for sustainability of the COMPASS crisis response team.</li> </ol>	<p><b>Supervise the COMPASS crisis response team (CoC)</b></p> <ol style="list-style-type: none"> <li>1. List of COMPASS crisis response team staff, a social worker and a peer recovery support specialist in each team, that provides coverage 7 days per week including, weekdays, evenings, nights, and weekends</li> <li>2. Summary description of ongoing supervision conducted with COMPASS crisis response team staff and changes in shifts needed.</li> <li>3. Summary description of additional activities to support COMPASS team sustainability.</li> </ol>
<p><b>Update data dashboard (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Aggregate and non-aggregated data from the dashboard for COMPASS leadership, the team, and the city.</li> <li>2. Modify the dashboard as necessary based on feedback</li> <li>3. Seek additional support to sustain use of the data dashboard</li> </ol>	<p><b>Update data dashboard (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of quarterly data transfers from the City of New Haven.</li> <li>2. Summary description of changes to the dashboard (if any), including in support of its sustainability.</li> </ol>
<p><b>Coordinate trainings (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Conduct essential trainings for the COMPASS crisis response team and any new staff.</li> <li>2. Conduct additional trainings as needed for all COMPASS staff and collaborators (City, service network).</li> </ol>	<p><b>Coordinate trainings (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of essential trainings conducted with the COMPASS crisis response team and evaluation team.</li> <li>2. Summary description of additional trainings identified and conducted.</li> </ol>
<p><b>Convene network of crisis response service providers (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Schedule quarterly meetings of the Greater New Haven crisis response network of providers to facilitate coordination and integration of crisis response services in New Haven.</li> <li>2. Identify gaps in crisis response services and solutions to address these include enhanced</li> </ol>	<p><b>Convene network of crisis response service providers (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of the regular meetings (quarterly, bi-annually) of the crisis response providers, including a list of participants and agencies..</li> <li>2. Summary description of any gaps in crisis response services identified by the crisis</li> </ol>

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<p>service coordination and integration as well as service system development as appropriate.</p> <p>3. Seek additional funding for sustainability of service system improvements of COMPASS.</p>	<p>response network of providers and proposed strategies to address these.</p> <p>3. Summary description of activities to seek sustainability of service system for COMPASS.</p>
<p><b>Establish and support a CAB (TCC)</b></p> <p>1. Conduct quarterly meetings of the CAB.</p> <p>2. Provide CAB members with an update of COMPASS activities, accomplishments, and challenges in order to obtain regular feedback.</p> <p>3. Seek additional funding for sustainability of the CAB.</p>	<p><b>Establish and support a CAB (TCC)</b></p> <p>1. Summary description of the CAB meetings, including attendance, accomplishments, and challenges.</p>
<p><b>Communicate with the public about COMPASS (TCC, CoC)</b></p> <p>1. Prepare materials for presentation to the public about COMPASS. All materials must be approved by the Department of Community Resilience.</p> <p>2. Make members of the COMPASS team available to the media.</p>	<p><b>Communicate with the public about COMPASS (TCC, CoC)</b></p> <p>1. Summary description of activities and engagement with the public and media about COMPASS.</p> <p>2. Copy of materials prepared for the public and how these were disseminated.</p>
<p><b>Implement a CQI and effectiveness evaluation (TCC)</b></p> <p>1. Implement the COMPASS continuous quality improvement evaluation which includes a summary of data from dashboard reports.</p> <p>2. Implement the COMPASS effectiveness evaluation which includes a summary of data from community and individual interviews and of the service system.</p> <p>3. Seek additional funding for sustainability of the quality improvement evaluation.</p>	<p><b>Implement a CQI and effectiveness evaluation (TCC)</b></p> <p>1. Summary description of the continuous quality improvement data used for COMPASS. If data are requested from the city, include a summary those data in the Appendix.</p> <p>2. Summary description of the implementation of the effectiveness evaluation for COMPASS along with any findings reported. If data are requested from the city, include a summary those data in the Appendix.</p> <p>3. Summary description of activities in support of the sustainability of the quality improvement evaluation.</p>

FY 24-25 Reporting period #2: January 1, 2025 to June 30, 2025.

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- Total to be paid upon receipt review of deliverables: \$688,337.50

<b>Work Plan Deliverables</b>	<b>Deliverables to be submitted with invoice</b>
<p><b>Manage the COMPASS Project TEAM (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Conduct weekly/bi-weekly COMPASS leadership team and all-team meetings.</li> <li>2. Conduct a weekly/bi-weekly meeting of the COMPASS director with City leadership to review progress and troubleshoot challenges.</li> <li>3. Finalize the plan for sustainability of COMPASS that includes the crisis response team, service system development, the CAB, and the quality improvement evaluation.</li> </ol>	<p><b>Manage the COMPASS Project TEAM (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of COMPASS leadership team and all-team meetings held during the reporting period, including the topics discussed.</li> <li>2. Summary description of COMPASS meetings between the COMPASS director and city leadership during the reporting period, including the topics discussed.</li> <li>3. Copy of any revisions to the COMPASS standard operating procedures.</li> <li>4. Copy of the updated plan for sustainability of COMPASS that includes the crisis response team, service system development, and quality improvement.</li> </ol>
<p><b>Supervise the COMPASS crisis response team (CoC)</b></p> <ol style="list-style-type: none"> <li>1. Make adjustments in the shifts of the COMPASS crisis response team as part of a plan for sustainability of COMPASS.</li> <li>2. Supervise the COMPASS crisis response teams through ongoing meetings.</li> <li>3. Seek additional support for sustainability of the COMPASS crisis response team.</li> </ol>	<p><b>Supervise the COMPASS crisis response team (CoC)</b></p> <ol style="list-style-type: none"> <li>1. List of COMPASS crisis response team staff, a social worker and a peer recovery support specialist in each team, that provides coverage 7 days per week including, weekdays, evenings, nights, and weekends</li> <li>2. Summary description of ongoing supervision conducted with COMPASS crisis response team staff and changes in shifts needed.</li> <li>3. Summary description of additional activities to support COMPASS team sustainability.</li> </ol>
<p><b>Update data dashboard (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Aggregate and non-aggregated data from the dashboard for COMPASS leadership, the team, and the city.</li> <li>2. Modify the dashboard as necessary based on feedback</li> </ol>	<p><b>Update data dashboard (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of quarterly data transfers from the City of New Haven.</li> <li>2. Summary description of changes to the dashboard (if any), including in support of its sustainability.</li> </ol>

EXHIBIT C

<p>3. Seek additional support to sustain use of the data dashboard</p>	
<p><b>Coordinate trainings (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Conduct essential trainings for the COMPASS crisis response team and any new staff.</li> <li>2. Conduct additional trainings as needed for all COMPASS staff and collaborators (City, service network).</li> </ol>	<p><b>Coordinate trainings (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of essential trainings conducted with the COMPASS crisis response team and evaluation team.</li> <li>2. Summary description of additional trainings identified and conducted.</li> </ol>
<p><b>Convene network of crisis response service providers (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Schedule quarterly meetings of the Greater New Haven crisis response network of providers to facilitate coordination and integration of crisis response services in New Haven.</li> <li>2. Identify gaps in crisis response services and solutions to address these include enhanced service coordination and integration as well as service system development as appropriate.</li> <li>3. Seek additional funding for sustainability of service system improvements of COMPASS.</li> </ol>	<p><b>Convene network of crisis response service providers (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of the regular meetings (quarterly, bi-annually) of the crisis response providers, including a list of participants and agencies..</li> <li>2. Summary description of any gaps in crisis response services identified by the crisis response network of providers and proposed strategies to address these.</li> <li>3. Summary description of activities to seek sustainability of service system for COMPASS.</li> </ol>
<p><b>Establish and support a CAB (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Conduct quarterly meetings of the CAB.</li> <li>2. Provide CAB members with an update of COMPASS activities, accomplishments, and challenges in order to obtain regular feedback.</li> <li>3. Seek additional funding for sustainability of the CAB.</li> </ol>	<p><b>Establish and support a CAB (TCC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of the CAB meetings, including attendance, accomplishments, and challenges.</li> <li>2. Summary description of activities to sustain the CAB.</li> </ol>
<p><b>Communicate with the public about COMPASS (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Prepare materials for presentation to the public about COMPASS. All materials must be approved by the Department of Community Resilience.</li> <li>2. Make members of the COMPASS team available to the media.</li> </ol>	<p><b>Communicate with the public about COMPASS (TCC, CoC)</b></p> <ol style="list-style-type: none"> <li>1. Summary description of activities and engagement with the public and media about COMPASS.</li> <li>2. Copy of materials prepared for the public and how these were disseminated.</li> </ol>

EXHIBIT C

<b>Implement a CQI and effectiveness evaluation (TCC)</b>	<b>Implement a CQI and effectiveness evaluation (TCC)</b>
<ol style="list-style-type: none"><li>1. Implement the COMPASS continuous quality improvement evaluation which includes a summary of data from dashboard reports.</li><li>2. Implement the COMPASS effectiveness evaluation which includes a summary of data from community and individual interviews and of the service system.</li><li>3. Seek additional funding for sustainability of the quality improvement evaluation.</li><li>4. Complete draft reports of the COMPASS evaluation, with the expectation that final reports be completed 90 days after final service system data is obtained from the City and other collaborators.</li></ol>	<ol style="list-style-type: none"><li>1. Summary description of the continuous quality improvement data used for COMPASS. If data are requested from the city, include a summary those data in the Appendix.</li><li>2. Summary description of the implementation of the effectiveness evaluation for COMPASS along with any findings reported. If data are requested from the city, include a summary those data in the Appendix.</li><li>3. Summary description of activities in support of the sustainability of the quality improvement evaluation.</li><li>4. Submission of draft reports of the COMPASS evaluation, to be completed 90 days after the final service system data is obtained from the City or other collaborators.</li></ol>

**Appendix A**

*\*this form may be subject to change(s) by the City of New Haven.*

**\*PROGRAM SERVICE REPORT: [ INSERT FISCAL YEAR]**

**AGENCY NAME:**

**TYPE OF AGENCY:**

**ADDRESS:**

**REPORTING DATE:**

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**DESCRIPTION OF ACTIVITY:**

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**ACCOMPLISHMENT REPORTING PERIOD: [INSERT DATES]**

*[ADD A BRIEF NARRATIVE ON ACCOMPLISHMENTS]*

**CHECKLIST OF ATTACHMENTS:**

*[REFER TO DELIVERABLES TO BE SUBMITTED WITH INVOICES FOR EACH REPORTING PERIOD]*

EXHIBIT C

**CUMULATIVE ACCOMPLISHMENTS DURING THE REPORTING YEAR: [INSERT FISCAL YEAR]**

*[ADD A BRIEF NARRATIVE ON ACCOMPLISHMENTS]*

---

**DIRECT BENEFIT DATA**

**For the Reporting Period: [Insert dates]**

**Race:**

	<b>Total Served</b>
<b>Black or African American</b>	
<b>White or Caucasian</b>	
<b>American Indian or Alaskan Native AND Black or African American</b>	
<b>American Indian or Alaskan Native AND White</b>	
<b>Black/African American AND White</b>	
<b>Native Hawaiian or Pacific Islander</b>	
<b>Other/Not Reported</b>	
<b>Totals for this Reporting Period</b>	

**Ethnicity:**

	<b>Total Served</b>
<b>Hispanic</b>	
<b>Not Hispanic</b>	
<b>Total</b>	

**Income Level by Area Median Income\*:**



EXHIBIT C

	Total Served
Less than 30% AMI	
30-50% AMI	
50-80% AMI	
Greater than 80% AMI	
Total	

*\*please refer to the attached 2021 New Haven-Meriden, CT HUD Metro FMR Area for Income Limits*

**Age:**

	Total Served
Under 18	
18-24	
24 & older	
Total	

**Gender Identity:**

	Total Served
Male	
Female	
A gender other than singularly female or male (e.g., non-binary, genderfluid, agender, culturally specific gender)	
Transgender	
Questioning	
Client doesn't know	
Client refused	
Data not collected	
Total	

*\*please refer to Gender Identity Descriptions for definitions*

**For the Cumulative Contract Period of: [Insert fiscal year]**

**Race:**

	Total Served
Black or African American	
White or Caucasian	
American Indian or Alaskan Native AND Black or African American	

EXHIBIT C

American Indian or Alaskan Native AND White	
Black/African American AND White	
Native Hawaiian or Pacific Islander	
Other/Not Reported	
Totals for this Reporting Period	

Ethnicity:

	<b>Total Served</b>
Hispanic	
Not Hispanic	
Total	

Income Level by Area Median Income\*:

	<b>Total Served</b>
Less than 30% AMI	
30-50% AMI	
50-80% AMI	
Greater than 80% AMI	
Total	

*\*please refer to the attached 2021 New Haven-Meriden, CT HUD Metro FMR Area for Income Limits*

Age:

	<b>Total Served</b>
Under 18	
18-24	
24 & older	
Total	

Gender Identity:

	<b>Total Served</b>
Male	
Female	
A gender other than singularly female or male (e.g., non-binary, genderfluid, agender, culturally specific gender)	
Transgender	
Questioning	

EXHIBIT C

<b>Client doesn't know</b>	
<b>Client refused</b>	
<b>Data not collected</b>	
<b>Total</b>	

*\*please refer to Gender Identity Descriptions for definitions*

EXHIBIT C

**Income Limits**

**New Haven-Meriden, CT HUD Metro FMR Area**

<b>Family Size</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
<b>80% Low Income</b>	55,950	63,950	71,950	79,900	86,300	92,700	99,100	105,500
<b>60% Limits</b>	43,260	49,440	55,620	61,740	66,720	71,640	76,560	81,540
<b>50% Very Low Income</b>	36,050	41,200	46,350	51,450	55,600	59,700	63,800	67,950
<b>30% Extremely Low</b>	21,600	24,700	27,800	30,850	33,350	35,800	38,300	40,750

Effective 6/01/2021